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Hey everyone,

First things first: yes, we have pizza and cupcakes, and no, Dave did not insist on a triage system for the slices. Though I did see him eyeing the pepperoni like an escalation queue.

Fifteen years ago, back in 2011, David Nguyen—Dave to all of us—walked in as a support specialist with a headset, a calm voice, and a suspiciously organized desk. Before long he launched the live chat pilot that cut our response times in half. Half. The rest of us were still finding the “away” toggle, and Dave was already redesigning the runway.

By 2014 he was Team Lead, by 2016 our Customer Support Manager, and he’s steered the ship for the last nine years. He built the knowledge base that 300-plus agents depend on every day. That library is basically our company’s survival manual, except with fewer pirates and more step-by-steps. And yes, he somehow won “Manager of the Year” three times while also fixing the printer jam none of us admitted we caused.

But here’s the real headline: empathy, humor, reliability, and a bias for practical solutions. That’s Dave in four sticky notes. He could get on the phone with an angry customer and end the call with them recommending a podcast and sharing a brisket recipe. He’d take the heat, shield his team, and then quietly patch the hole with something that actually worked in the wild.

My favorite story—and I know many of you share it—is the Halloween he came dressed as the company chatbot. Full costume. He parked himself in the break room, solved tickets between candy handouts, and our CSAT hit 99% that day. Apparently, the secret to customer happiness is a foam robot head and miniature Snickers. Who knew?

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Outside the ticket queue, he’s our grill master, road cycling diehard, fantasy football commissioner, and resident DIY optimist. If you’ve ever heard an impact driver at 7 a.m. on a Saturday, that was Dave “just testing a jig.” If you’ve ever had a perfect rib at a weekend BBQ, that was also Dave—“just testing smoke levels.”

To the team Dave built: you already know the playbook—lead with empathy, crack a joke when the room gets tight, and choose the fix that makes life easier tomorrow, not just in the next five minutes. To our customers, whether they know it or not, they’ve been talking to Dave’s standards this whole time.

Dave, may your calendar be full of smoke-ring perfection, smooth rides, and zero escalations. May your fantasy lineup stop betraying you in Week 12. And may every Monday morning be gloriously lazy.

Before we let you escape to this new chapter, we’ve got a small thank-you. The team will be handing you a custom grill set, engraved with your favorite dad-joke. We figured if we can’t stop the jokes, we can at least give you better tools to deploy them.

Thank you for the years, the laughs, the late-night fixes, and the way you left every process a little smarter and every person a little steadier.

Now let’s eat some pizza, raid those cupcakes, and raise a slice to Dave—retired from escalations, still on-call for BBQ.

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